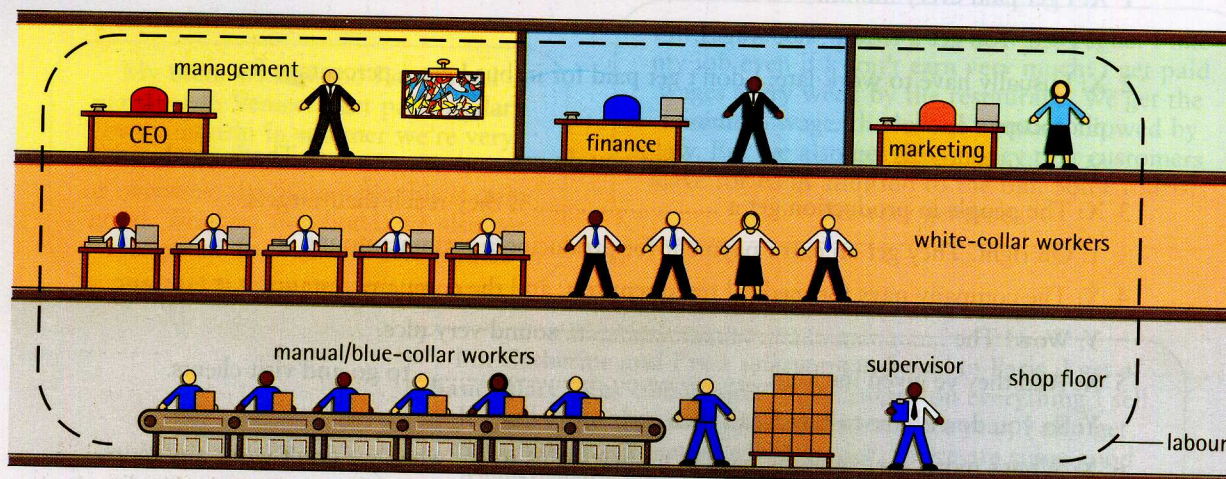


6 People and workplaces

A Employees and management

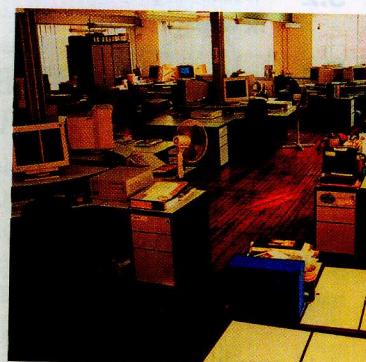


The people who work for a company, all the people on its payroll, are its **employees**, **personnel**, **staff**, **workers** or **workforce**. But these words can mean just the people carrying out the work of a company, rather than those leading it and organizing it: the **management**.

Note: **Workforce**, **work-force** and **work force** are all possible.

B Management and administration

A company's activities may be spread over different sites. A company's most senior managers usually work in its **head office** or **headquarters (HQ)**. Some managers have their own individual **offices**, but in many businesses, most employees work in **open-plan offices**: large areas where many people work together. Administration or, informally, **admin**, the everyday work supporting a company's activities, is often done in offices like these by **administrative staff** or **support staff**. For example, those giving technical help to buyers of the company's products are in **technical support**.



An open-plan office

C Labour

Labour is spelled **labor** in AmE. **Labor unions**, organizations defending the interests of workers (AmE) are called **trade unions** in BrE.

When workers are not happy with pay or conditions, they may take **industrial action**:

- a **strike**, **stoppage** or **walk-out**: workers stop working for a time.
- a **go-slow**: workers continue to work, but more slowly than usual.
- an **overtime ban**: workers refuse to work more than the normal number of hours.

D Personnel and human resources

In larger organizations there is a **human resources department (HRD)** that deals with pay, recruitment, etc. This area is called **human resources (HR)** or **human resource management (HRM)**. Another name for this department is the **personnel department**.